

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description  | Group Description              | Type Description                           | City                  | Count     | Response Days |
|-------------------------|--------------------------------|--|-----------------------|-----------|---------------|
| Administrative Services | Administrative Services        | Adm Svc - From Transfer                    | PORT WASHINGTON       | 1         | 0             |
|                         |                                | <b>Adm Svc - From Transfer</b>             |                       | <b>1</b>  | <b>0</b>      |
|                         |                                | Adm Svc - Green Team                       | ALBERTSON             | 1         | 0             |
|                         |                                |  | GREAT NECK            | 1         | 0             |
|                         |                                |  | MANHASSET             | 5         | 0             |
|                         |                                |  | PORT WASHINGTON       | 1         | 0             |
|                         |                                |  | WESTBURY              | 1         | 1.0           |
|                         |                                |  |                       | 1         | 2.0           |
|                         |                                | <b>Adm Svc - Green Team</b>                |                       | <b>10</b> | <b>0.3</b>    |
|                         |                                | Adm Svc - PW Parking - Broken Meter        | PORT WASHINGTON       | 7         | 1.4           |
|                         |                                | <b>Adm Svc - PW Parking - Broken Meter</b> |                       | <b>7</b>  | <b>1.4</b>    |
|                         |                                | <b>Administrative Services</b>             |                       | <b>18</b> | <b>0.7</b>    |
|                         | <b>Administrative Services</b> |  |                       | <b>18</b> | <b>0.7</b>    |
| Community Services      | Community Services             | CommSvc - Bus Booking for Group            | GREAT NECK ESTATES    | 2         | 4.0           |
|                         |                                | <b>CommSvc - Bus Booking for Group</b>     |                       | <b>2</b>  | <b>4.0</b>    |
|                         |                                | CommSvc - Bus Pickup Cancel                | GARDEN CITY PARK      | 7         | 0.4           |
|                         |                                |  | HERRICKS              | 5         | 0.2           |
|                         |                                |  | MUNSEY PARK           | 1         | 0             |
|                         |                                |  | NEW CASSEL            | 5         | 0             |
|                         |                                |  | NORTH NEW HYDE PARK   | 2         | 0.5           |
|                         |                                |  | PORT WASHINGTON NORTH | 1         | 1.0           |
|                         |                                |  | WESTBURY              | 3         | 0             |
|                         |                                |  | WILLISTON PARK        | 1         | 0             |
|                         |                                | <b>CommSvc - Bus Pickup Cancel</b>         |                       | <b>25</b> | <b>0.2</b>    |
|                         |                                | CommSvc - Bus Pickup Schedule              | GREAT NECK PLAZA      | 1         | 0             |
|                         |                                |  | HERRICKS              | 2         | 1.0           |
|                         |                                |  | MANORHAVEN            | 1         | 0             |
|                         |                                |  | MINEOLA               | 3         | 0             |
|                         |                                |  | NEW CASSEL            | 1         | 0             |
|                         |                                |  | NORTH HILLS           | 2         | 1.0           |
|                         |                                |  | NORTH NEW HYDE PARK   | 1         | 1.0           |
|                         |                                |  | PORT WASHINGTON       | 2         | 1.0           |
|                         |                                |  | WESTBURY              | 2         | 0             |
|                         |                                | <b>CommSvc - Bus Pickup Schedule</b>       |                       | <b>15</b> | <b>0.5</b>    |
|                         |                                | CommSvc - Misc SR                          | GREAT NECK            | 1         | 6.0           |
|                         |                                |  | HERRICKS              | 2         | 1.0           |

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| Community Services          | Community Services | CommSvc - Misc SR                           | WESTBURY                                    | 1        | 0             |     |   |
|                             |                    |   |   | 4        | 4.5           |     |   |
|                             |                    | CommSvc - Misc SR                           |   |          | 8             | 3.2 |   |
|                             |                    | CommSvc - Seasonal Programs Registration    | GARDEN CITY PARK                            | 1        | 0             |     |   |
|                             |                    |   | GREAT NECK PLAZA                            | 2        | 0             |     |   |
|                             |                    |   | KENSINGTON                                  | 1        | 0             |     |   |
|                             |                    |   | LAKE SUCCESS                                | 1        | 0             |     |   |
|                             |                    |   | MANHASSET                                   | 1        | 0             |     |   |
|                             |                    |   | MINEOLA                                     | 1        | 0             |     |   |
|                             |                    |   | NEW HYDE PARK                               | 6        | 0             |     |   |
|                             |                    |   | NORTH NEW HYDE PARK                         | 7        | 0             |     |   |
|                             |                    |   | PORT WASHINGTON                             | 2        | 0             |     |   |
|                             |                    |   | SANDS POINT                                 | 1        | 0             |     |   |
|                             |                    |   | SEARINGTOWN                                 | 2        | 0             |     |   |
|                             |                    |   | WESTBURY                                    | 1        | 0             |     |   |
|                             |                    |   | CommSvc - Seasonal Programs Registration    |          |               | 26  | 0 |
|                             |                    |   | CommSvc - Volunteering for General Programs | WESTBURY | 1             | 2.0 |   |
|                             |                    | CommSvc - Volunteering for General Programs |   |          | 1             | 2.0 |   |
|                             | Community Services |   |   | 77       | 0.6           |     |   |
|                             | Community Services |   |   | 77       | 0.6           |     |   |
| Department of Public Safety | Animal Shelter     | Animal Sh - Barking Dog                     | GARDEN CITY PARK                            | 1        | 3.0           |     |   |
|                             |                    |   | MANHASSET                                   | 1        | 3.0           |     |   |
|                             |                    |   | PORT WASHINGTON                             | 1        | 2.0           |     |   |
|                             |                    |   | ROSLYN HEIGHTS                              | 1        | 2.0           |     |   |
|                             |                    | Animal Sh - Barking Dog                     |   |          | 4             | 2.5 |   |
|                             |                    | Animal Sh - Call Back                       |   | 2        | 3.0           |     |   |
|                             |                    | Animal Sh - Call Back                       |   |          | 2             | 3.0 |   |
|                             |                    | Animal Sh - Dog Adoption                    |   | 46       | 0             |     |   |
|                             |                    | Animal Sh - Dog Adoption                    |   |          | 46            | 0   |   |
|                             |                    | Animal Sh - Dog Defecation                  | GARDEN CITY PARK                            | 1        | 0             |     |   |
|                             |                    |   | NORTH NEW HYDE PARK                         | 1        | 2.0           |     |   |
|                             |                    |   | PORT WASHINGTON                             | 1        | 3.0           |     |   |
|                             |                    | Animal Sh - Dog Defecation                  |   |          | 3             | 1.7 |   |
|                             |                    | Animal Sh - Found Animal                    | BROOKLYN                                    | 1        | 0             |     |   |
|                             |                    |   | ELMONT                                      | 1        | 1.0           |     |   |
|                             |                    |   | GREAT NECK                                  | 1        | 0             |     |   |
|                             |                    |   | GREAT NECK ESTATES                          | 1        | 0             |     |   |
|                             |                    |   | MERRICK                                     | 1        | 1.0           |     |   |

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| Department of Public Safety | Animal Shelter    | Animal Sh - Found Animal                      | NEW CASSEL          | 2         | 0.5           |
|                             |                   |   | NORTH NEW HYDE PARK | 1         | 0             |
|                             |                   |   | SEARINGTOWN         | 1         | 1.0           |
|                             |                   |   | WESTBURY            | 2         | 2.0           |
|                             |                   |   |                     | 1         | 0             |
|                             |                   | <b>Animal Sh - Found Animal</b>               |                     | <b>12</b> | <b>0.7</b>    |
|                             |                   | Animal Sh - Lost Animal                       | FLUSHING            | 1         | 1.0           |
|                             |                   |   | GARDEN CITY SOUTH   | 1         | 0             |
|                             |                   |   | GREENVALE           | 1         | 2.0           |
|                             |                   |   | HOLLIS              | 2         | 0.5           |
|                             |                   |   | HUNTINGTON STATION  | 1         | 0             |
|                             |                   |   | LINDENHURST         | 1         | 1.0           |
|                             |                   |   | LOCUST VALLEY       | 1         | 0             |
|                             |                   |   | MINEOLA             | 1         | 3.0           |
|                             |                   |   | NEW CASSEL          | 2         | 0.5           |
|                             |                   |   | NEW HYDE PARK       | 1         | 2.0           |
|                             |                   |   | PLAINVIEW           | 1         | 0             |
|                             |                   |   | PORT WASHINGTON     | 1         | 1.0           |
|                             |                   |   | UNIONDALE           | 1         | 1.0           |
|                             |                   | <b>Animal Sh - Lost Animal</b>                |                     | <b>15</b> | <b>0.9</b>    |
|                             |                   | Animal Sh - Menacing or Harrassing Dog        | CARLE PLACE         | 1         | 0             |
|                             |                   |   | MANHASSET           | 1         | 6.0           |
|                             |                   |   | MUNSEY PARK         | 1         | 0             |
|                             |                   |   | ROSLYN HARBOR       | 1         | 0             |
|                             |                   | <b>Animal Sh - Menacing or Harrassing Dog</b> |                     | <b>4</b>  | <b>1.5</b>    |
|                             |                   | Animal Sh - Misc                              | GREAT NECK          | 1         | 12.0          |
|                             |                   |   | NEW CASSEL          | 1         | 1.0           |
|                             |                   |   | WESTBURY            | 1         | 7.0           |
|                             |                   | <b>Animal Sh - Misc</b>                       |                     | <b>3</b>  | <b>6.7</b>    |
|                             |                   | Animal Sh - Sign                              | ALBERTSON           | 1         | 2.0           |
|                             |                   |   | PORT WASHINGTON     | 1         | 3.0           |
|                             |                   | <b>Animal Sh - Sign</b>                       |                     | <b>2</b>  | <b>2.5</b>    |
|                             |                   | Animal Sh - Surrender a dog                   | PORT WASHINGTON     | 1         | 0             |
|                             |                   |   |                     | 1         | 0             |
|                             |                   | <b>Animal Sh - Surrender a dog</b>            |                     | <b>2</b>  | <b>0</b>      |
|                             |                   | Animal Sh - Unleashed - Stray Dog             | GREENVALE           | 1         | 0             |
|                             |                   |   | MANHASSET           | 1         | 5.0           |
|                             |                   |   | NEW CASSEL          | 4         | 2.8           |
|                             |                   |   | PORT WASHINGTON     | 1         | 1.0           |

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| Department of Public Safety | Animal Shelter    | Animal Sh - Unleashed - Stray Dog                        | SEARINGTOWN         | 1     | 1.0           |     |
|                             |                   |  | WESTBURY            | 1     | 5.0           |     |
|                             |                   | Animal Sh - Unleashed - Stray Dog                        |                     |       | 9             | 2.6 |
|                             | Animal Shelter    |  |                     | 102   | 0.9           |     |
|                             | Cat Shelter       | Cat Shelter - Call Back                                  |                     | 11    | 4.2           |     |
|                             |                   | Cat Shelter - Call Back                                  |                     |       | 11            | 4.2 |
|                             |                   | Cat Shelter - Feral Cats                                 | EAST HILLS          | 2     | 0             |     |
|                             |                   |  | GREAT NECK          | 2     | 10.5          |     |
|                             |                   |  | HERRICKS            | 1     | 0             |     |
|                             |                   |  | LAKE SUCCESS        | 1     | 9.0           |     |
|                             |                   |  | MANORHAVEN          | 1     | 0             |     |
|                             |                   |  | MINEOLA             | 1     | 0             |     |
|                             |                   |  | NORTH NEW HYDE PARK | 1     | 0             |     |
|                             |                   |  | PORT WASHINGTON     | 1     | 24.0          |     |
|                             |                   |  | WILLISTON PARK      | 1     | 0             |     |
|                             |                   |  |                     | 1     | 6.0           |     |
|                             |                   | Cat Shelter - Feral Cats                                 |                     |       | 12            | 5.0 |
|                             |                   | Cat Shelter  |                     |       | 23            | 4.6 |
|                             | Code Enforcement  | Code - After Hours/Weekend Construction                  | MANHASSET           | 1     | 2.0           |     |
|                             |                   | Code - After Hours/Weekend Construction                  |                     |       | 1             | 2.0 |
|                             |                   | Code - Building Permit                                   | CARLE PLACE         | 1     | 6.0           |     |
|                             |                   |  | MANHASSET           | 2     | 8.5           |     |
|                             |                   | Code - Building Permit                                   |                     |       | 3             | 7.7 |
|                             |                   | Code - Call Back Request                                 |                     | 50    | 0.7           |     |
|                             |                   | Code - Call Back Request                                 |                     |       | 50            | 0.7 |
|                             |                   | Code - Commercial Vehicle stored on Residential Property | ALBERTSON           | 1     | 2.0           |     |
|                             |                   |  | GARDEN CITY PARK    | 1     | 11.0          |     |
|                             |                   |  | HERRICKS            | 1     | 0             |     |
|                             |                   |  | NEW CASSEL          | 3     | 3.3           |     |
|                             |                   |  | NEW HYDE PARK       | 1     | 3.0           |     |
|                             |                   |  | NORTH NEW HYDE PARK | 3     | 5.7           |     |
|                             |                   |  | PORT WASHINGTON     | 2     | 13.0          |     |
|                             |                   |  | ROSLYN HEIGHTS      | 1     | 0             |     |
|                             |                   |  | SEARINGTOWN         | 2     | 6.5           |     |
|                             |                   | Code - Commercial Vehicle stored on Residential Property |                     |       | 15            | 5.5 |
|                             |                   | Code - Court   | ALBERTSON           | 1     | 0             |     |
| GARDEN CITY PARK            |                   |  | 1                   | 0     |               |     |
| GREAT NECK                  |                   |  | 1                   | 0     |               |     |
| GREENVALE                   |                   |  | 1                   | 0     |               |     |
| MANHASSET                   |                   |  | 6                   | 0     |               |     |

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|-----------------------------|-------------------|-----------------------------------|---------------------|-----------|---------------|
| Department of Public Safety | Code Enforcement  | Code - Court                      | NEW CASSEL          | 8         | 0             |
|                             |                   |                                   | NORTH NEW HYDE PARK | 2         | 0             |
|                             |                   |                                   | PORT WASHINGTON     | 2         | 0             |
|                             |                   |                                   | UNIVERSITY GARDENS  | 1         | 0             |
|                             |                   |                                   | WESTBURY            | 3         | 0             |
|                             |                   | <b>Code - Court</b>               |                     | <b>26</b> | <b>0</b>      |
|                             |                   | Code - Drop Off Bin               | GARDEN CITY PARK    | 2         | 10.5          |
|                             |                   |                                   | GREENVALE           | 1         | 1.0           |
|                             |                   |                                   | MANHASSET           | 1         | 1.0           |
|                             |                   |                                   | MINEOLA             | 1         | 1.0           |
|                             |                   |                                   | NEW CASSEL          | 2         | 1.0           |
|                             |                   |                                   | NEW HYDE PARK       | 1         | 1.0           |
|                             |                   |                                   | NORTH NEW HYDE PARK | 2         | 1.0           |
|                             |                   |                                   | ROSLYN              | 1         | 7.0           |
|                             |                   | <b>Code - Drop Off Bin</b>        |                     | <b>11</b> | <b>3.3</b>    |
|                             |                   | Code - Fence                      | ALBERTSON           | 1         | 0             |
|                             |                   |                                   | GREENVALE           | 1         | 9.0           |
|                             |                   |                                   | NEW CASSEL          | 71        | 0             |
|                             |                   |                                   | ROSLYN HEIGHTS      | 1         | 0             |
|                             |                   |                                   | WESTBURY            | 2         | 3.5           |
|                             |                   | <b>Code - Fence</b>               |                     | <b>76</b> | <b>0.2</b>    |
|                             |                   | Code - Garbage                    | ALBERTSON           | 1         | 0             |
|                             |                   |                                   | NEW CASSEL          | 5         | 6.0           |
|                             |                   |                                   | NEW HYDE PARK       | 1         | 0             |
|                             |                   |                                   | PORT WASHINGTON     | 2         | 0             |
|                             |                   |                                   | ROSLYN HEIGHTS      | 3         | 4.3           |
|                             |                   | <b>Code - Garbage</b>             |                     | <b>12</b> | <b>3.6</b>    |
|                             |                   | Code - Graffiti                   | GARDEN CITY PARK    | 1         | 0             |
|                             |                   | <b>Code - Graffiti</b>            |                     | <b>1</b>  | <b>0</b>      |
|                             |                   | Code - Handicap Parking           | GARDEN CITY PARK    | 1         | 1.0           |
|                             |                   |                                   | MANHASSET           | 1         | 0             |
|                             |                   |                                   | ROSLYN HEIGHTS      | 1         | 0             |
|                             |                   | <b>Code - Handicap Parking</b>    |                     | <b>3</b>  | <b>0.3</b>    |
|                             |                   | Code - Leaves Accumulation        | NEW CASSEL          | 1         | 2.0           |
|                             |                   |                                   | PORT WASHINGTON     | 1         | 0             |
|                             |                   | <b>Code - Leaves Accumulation</b> |                     | <b>2</b>  | <b>1.0</b>    |
|                             |                   | Code - Licensing                  | FREEPORT            | 1         | 0             |
|                             |                   |                                   | GLEN OAKS           | 1         | 0             |
|                             |                   |                                   | MANHASSET           | 1         | 6.0           |

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| Department of Public Safety | Code Enforcement  | Code - Licensing                             | NEW CASSEL            | 3         | 0             |
|                             |                   |  | NORTH NEW HYDE PARK   | 1         | 1.0           |
|                             |                   |  | PORT WASHINGTON       | 1         | 0             |
|                             |                   | <b>Code - Licensing</b>                      |                       | <b>8</b>  | <b>0.9</b>    |
|                             |                   | Code - Litter                                | ALBERTSON             | 3         | 1.0           |
|                             |                   |  | NEW CASSEL            | 1         | 7.0           |
|                             |                   |  | PORT WASHINGTON       | 2         | 6.5           |
|                             |                   |  | SEARINGTOWN           | 1         | 0             |
|                             |                   |  | WESTBURY              | 1         | 0             |
|                             |                   | <b>Code - Litter</b>                         |                       | <b>8</b>  | <b>2.9</b>    |
|                             |                   | Code - Miscellaneous                         | GARDEN CITY PARK      | 1         | 17.0          |
|                             |                   |  | GREAT NECK            | 2         | 4.5           |
|                             |                   |  | GREENVALE             | 1         | 4.0           |
|                             |                   |  | MANHASSET             | 2         | 1.5           |
|                             |                   |  | NEW CASSEL            | 7         | 5.9           |
|                             |                   |  | NORTH NEW HYDE PARK   | 2         | 11.0          |
|                             |                   |  | PORT WASHINGTON       | 1         | 0             |
|                             |                   |  | ROSLYN HEIGHTS        | 1         | 0             |
|                             |                   | <b>Code - Miscellaneous</b>                  |                       | <b>17</b> | <b>5.6</b>    |
|                             |                   | Code - No Plates / Inoperable Vehicle        | FLORAL PARK           | 1         | 0             |
|                             |                   |  | GARDEN CITY PARK      | 2         | 1.5           |
|                             |                   |  | GREAT NECK            | 1         | 17.0          |
|                             |                   |  | NEW CASSEL            | 13        | 5.7           |
|                             |                   |  | NORTH NEW HYDE PARK   | 1         | 0             |
|                             |                   |  | PORT WASHINGTON       | 6         | 2.7           |
|                             |                   |  | PORT WASHINGTON NORTH | 1         | 0             |
|                             |                   |  | WESTBURY              | 2         | 1.5           |
|                             |                   | <b>Code - No Plates / Inoperable Vehicle</b> |                       | <b>27</b> | <b>4.2</b>    |
|                             |                   | Code - Noise                                 | GARDEN CITY PARK      | 1         | 2.0           |
|                             |                   |  | PORT WASHINGTON       | 1         | 2.0           |
|                             |                   |  | WESTBURY              | 1         | 0             |
|                             |                   | <b>Code - Noise</b>                          |                       | <b>3</b>  | <b>1.3</b>    |
|                             |                   | Code - Overgrown Vegetation                  | HERRICKS              | 1         | 7.0           |
|                             |                   |  | NEW CASSEL            | 2         | 6.0           |
|                             |                   | <b>Code - Overgrown Vegetation</b>           |                       | <b>3</b>  | <b>6.3</b>    |
|                             |                   | Code - Property Maintenance                  | HERRICKS              | 1         | 7.0           |
|                             |                   |  | MANHASSET             | 1         | 2.0           |
|                             |                   |  | MANHASSET HILLS       | 1         | 2.0           |

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| Department of Public Safety | Code Enforcement  | Code - Property Maintenance       | NEW CASSEL          | 5     | 0.4           |     |     |
|                             |                   |                                   | NORTH NEW HYDE PARK | 1     | 0             |     |     |
|                             |                   |                                   | PORT WASHINGTON     | 3     | 4.3           |     |     |
|                             |                   |                                   | UNIVERSITY GARDENS  | 1     | 1.0           |     |     |
|                             |                   | Code - Property Maintenance       |                     |       | 13            | 2.1 |     |
|                             |                   | Code - Property Violations Search |                     | 172   | 5.5           |     |     |
|                             |                   | Code - Property Violations Search |                     |       | 172           | 5.5 |     |
|                             |                   | Code - Sidewalk Obstruction       | MANHASSET           | 1     | 2.0           |     |     |
|                             |                   |                                   | NEW CASSEL          | 2     | 3.5           |     |     |
|                             |                   | Code - Sidewalk Obstruction       |                     |       | 3             | 3.0 |     |
|                             |                   | Code - Signs                      | GREAT NECK          | 1     | 0             |     |     |
|                             |                   |                                   | MANHASSET           | 5     | 3.2           |     |     |
|                             |                   |                                   | NEW CASSEL          | 1     | 0             |     |     |
|                             |                   |                                   | NORTH NEW HYDE PARK | 1     | 0             |     |     |
|                             |                   |                                   | PORT WASHINGTON     | 1     | 0             |     |     |
|                             |                   |                                   | ROAD                | 1     | 3.0           |     |     |
|                             |                   |                                   | ROSLYN HEIGHTS      | 3     | 7.3           |     |     |
|                             |                   |                                   | WESTBURY            | 1     | 25.0          |     |     |
|                             |                   |                                   |                     | 2     | 5.0           |     |     |
|                             |                   | Code - Signs                      |                     |       | 16            | 4.8 |     |
|                             |                   | Code - Snow/Ice Removal           | GREAT NECK          | 1     | 2.0           |     |     |
|                             |                   |                                   | MANHASSET           | 1     | 0             |     |     |
|                             |                   |                                   | NEW HYDE PARK       | 1     | 0             |     |     |
|                             |                   |                                   | NORTH NEW HYDE PARK | 1     | 0             |     |     |
|                             |                   |                                   | ROSLYN HEIGHTS      | 1     | 0             |     |     |
|                             |                   | Code - Snow/Ice Removal           |                     |       | 5             | 0.4 |     |
|                             |                   | Code - Storage and Display        | NEW CASSEL          | 1     | 0             |     |     |
|                             |                   |                                   | PORT WASHINGTON     | 2     | 6.5           |     |     |
|                             |                   | Code - Storage and Display        |                     |       | 3             | 4.3 |     |
|                             |                   | Code - Unlawful Property Use      | GREENVALE           | 1     | 0             |     |     |
|                             |                   |                                   | NEW CASSEL          | 2     | 0             |     |     |
|                             |                   |                                   | PORT WASHINGTON     | 1     | 0             |     |     |
|                             |                   |                                   | ROSLYN HEIGHTS      | 2     | 7.0           |     |     |
|                             |                   | Code - Unlawful Property Use      |                     |       | 6             | 2.3 |     |
|                             |                   | Code - Water Flow / Accumulation  | MANHASSET           | 1     | 4.0           |     |     |
|                             |                   |                                   | NORTH NEW HYDE PARK | 1     | 3.0           |     |     |
|                             |                   | Code - Water Flow / Accumulation  |                     |       | 2             | 3.5 |     |
|                             |                   | Code Enforcement                  |                     |       |               | 486 | 3.3 |

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|-----------------------------|-----------------------------|--|-------------------------|-----------------|---------------|-----|
| Department of Public Safety | Parking Enforcement         | Prkg Enfrc - Call Back Request               | PORT WASHINGTON         | 1               | 3.0           |     |
|                             |                             |  |                         | 7               | 5.6           |     |
|                             |                             | Prkg Enfrc - Call Back Request               |                         |                 | 8             | 5.2 |
|                             |                             | Prkg Enfrc - Commercial Parking              | FLORAL PARK CENTRE      | 1               | 6.0           |     |
|                             |                             |  | NEW CASSEL              | 1               | 7.0           |     |
|                             |                             |  | PORT WASHINGTON         | 3               | 1.3           |     |
|                             |                             | Prkg Enfrc - Commercial Parking              |                         |                 | 5             | 3.4 |
|                             |                             | Prkg Enfrc - Parking Violations Complaint    | ALBERTSON               | 5               | 5.6           |     |
|                             |                             |  | GARDEN CITY PARK        | 3               | 7.3           |     |
|                             |                             |  | GARDEN CITY park        | 1               | 0             |     |
|                             |                             |  | GREAT NECK              | 2               | 2.0           |     |
|                             |                             |  | GREENVALE               | 1               | 4.0           |     |
|                             |                             |  | MANHASSET               | 4               | 2.0           |     |
|                             |                             |  | NEW CASSEL              | 1               | 4.0           |     |
|                             |                             |  | NORTH NEW HYDE PARK     | 2               | 5.0           |     |
|                             |                             |  | garden city park        | 1               | 2.0           |     |
|                             |                             | Prkg Enfrc - Parking Violations Complaint    |                         |                 | 20            | 4.1 |
|                             |                             | Parking Enforcement                          |                         |                 | 33            | 4.3 |
|                             | Department of Public Safety |  |                         | 644             | 3.0           |     |
|                             | Department of Public Works  | Department of Public Works                   | DPW - Mill Pond Project | PORT WASHINGTON | 1             | 0   |
| DPW - Mill Pond Project     |                             |  | 1                       | 0               |               |     |
| Department of Public Works  |                             |  | 1                       | 0               |               |     |
| Highway Department          |                             | Hwy - Abandoned Vehicle                      | GARDEN CITY PARK        | 1               | 8.0           |     |
|                             |                             |  | Hwy - Abandoned Vehicle |                 |               | 1   |
|                             |                             | Hwy - Animal Sign - New Request              | ALBERTSON               | 1               | 0             |     |
|                             |                             |  | PORT WASHINGTON         | 1               | 0             |     |
|                             |                             | Hwy - Animal Sign - New Request              |                         |                 | 2             | 0   |
|                             |                             | Hwy - Basketball Stanchion                   | ALBERTSON               | 1               | 0             |     |
|                             |                             | Hwy - Basketball Stanchion                   |                         |                 | 1             | 0   |
|                             |                             | Hwy - Call Back Request                      |                         | 11              | 0             |     |
|                             |                             | Hwy - Call Back Request                      |                         |                 | 11            | 0   |
|                             |                             | Hwy - Catch Basin                            | EAST WILLISTON          | 1               | 2.0           |     |
|                             |                             |  | GREAT NECK              | 1               | 2.0           |     |
|                             |                             |  | NEW CASSEL              | 1               | 0             |     |
|                             |                             |  | NEW HYDE PARK           | 1               | 1.0           |     |
|                             |                             |  | WESTBURY                | 1               | 12.0          |     |
|                             |                             | Hwy - Catch Basin                            |                         |                 | 5             | 3.4 |
|                             |                             | Hwy - Complaint - Highway Employee / Vehicle | ALBERTSON               | 1               | 2.0           |     |
|                             |                             |  | PORT WASHINGTON         | 2               | 2.0           |     |
|                             |                             | Hwy - Complaint - Highway Employee / Vehicle |                         |                 | 3             | 2.0 |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description  | Type Description                | City                | Count     | Response Days |
|----------------------------|--------------------|---------------------------------|---------------------|-----------|---------------|
| Department of Public Works | Highway Department | Hwy - Curb Repair               | GARDEN CITY PARK    | 1         | 0             |
|                            |                    |                                 | GREENVALE           | 1         | 0             |
|                            |                    |                                 | HERRICKS            | 1         | 0             |
|                            |                    |                                 | MANHASSET           | 1         | 0             |
|                            |                    |                                 | NEW HYDE PARK       | 1         | 0             |
|                            |                    |                                 | NORTH NEW HYDE PARK | 2         | 0.5           |
|                            |                    |                                 | WESTBURY            | 1         | 0             |
|                            |                    | <b>Hwy - Curb Repair</b>        |                     | <b>8</b>  | <b>0.1</b>    |
|                            |                    | Hwy - Dead Animal Pickup        | GARDEN CITY PARK    | 2         | 4.0           |
|                            |                    |                                 | GREAT NECK          | 2         | 4.5           |
|                            |                    |                                 | MANHASSET           | 1         | 3.0           |
|                            |                    |                                 | PORT WASHINGTON     | 7         | 2.3           |
|                            |                    |                                 | SEARINGTOWN         | 1         | 2.0           |
|                            |                    | <b>Hwy - Dead Animal Pickup</b> |                     | <b>13</b> | <b>2.9</b>    |
|                            |                    | Hwy - Grass Cut / Mow           | NEW HYDE PARK       | 1         | 10.0          |
|                            |                    |                                 | ROSLYN              | 1         | 0             |
|                            |                    | <b>Hwy - Grass Cut / Mow</b>    |                     | <b>2</b>  | <b>5.0</b>    |
|                            |                    | Hwy - Informational             |                     | 1         | 0             |
|                            |                    | <b>Hwy - Informational</b>      |                     | <b>1</b>  | <b>0</b>      |
|                            |                    | Hwy - Miscellaneous             | ALBERTSON           | 1         | 6.0           |
|                            |                    |                                 | GREAT NECK          | 1         | 2.0           |
|                            |                    |                                 | MANHASSET           | 2         | 3.5           |
|                            |                    |                                 | NEW CASSEL          | 2         | 0             |
|                            |                    |                                 | NORTH NEW HYDE PARK | 1         | 0             |
|                            |                    |                                 | PORT WASHINGTON     | 8         | 3.2           |
|                            |                    |                                 | ROSLYN HEIGHTS      | 1         | 7.0           |
|                            |                    |                                 | WESTBURY            | 1         | 0             |
|                            |                    |                                 | manhasset           | 1         | 0             |
|                            |                    |                                 |                     | 1         | 0             |
|                            |                    | <b>Hwy - Miscellaneous</b>      |                     | <b>19</b> | <b>2.5</b>    |
|                            |                    | Hwy - Plow Damage               | NEW HYDE PARK       | 1         | 1.0           |
|                            |                    | <b>Hwy - Plow Damage</b>        |                     | <b>1</b>  | <b>1.0</b>    |
|                            |                    | Hwy - Pothole                   | ALBERTSON           | 4         | 2.5           |
|                            |                    |                                 | CARLE PLACE         | 2         | 1.5           |
|                            |                    |                                 | FLORA PARK          | 1         | 15.0          |
|                            |                    |                                 | GARDEN CITY PARK    | 2         | 1.0           |
|                            |                    |                                 | GREAT NECK          | 1         | 8.0           |
|                            |                    |                                 | MANHASSET           | 4         | 2.2           |
|                            |                    |                                 | MANORHAVEN          | 1         | 1.0           |
|                            |                    |                                 | NEW CASSEL          | 2         | 4.5           |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description  | Type Description                            | City             | Count     | Response Days |
|----------------------------|--------------------|---|------------------|-----------|---------------|
| Department of Public Works | Highway Department | Hwy - Pothole                               | NEW HYDE PARK    | 2         | 1.0           |
|                            |                    |   | PORT WASHINGTON  | 6         | 1.3           |
|                            |                    |   | SEARINGTOWN      | 1         | 2.0           |
|                            |                    |   |                  | 1         | 6.0           |
|                            |                    | <b>Hwy - Pothole</b>                        |                  | <b>27</b> | <b>2.8</b>    |
|                            |                    | Hwy - Pothole Filled Without Request        | PORT WASHINGTON  | 9         | 1.7           |
|                            |                    |   | manhasset        | 2         | 1.0           |
|                            |                    |   | port washington  | 12        | 1.2           |
|                            |                    | <b>Hwy - Pothole Filled Without Request</b> |                  | <b>23</b> | <b>1.3</b>    |
|                            |                    | Hwy - Shopping Cart                         | GREAT NECK       | 1         | 2.0           |
|                            |                    | <b>Hwy - Shopping Cart</b>                  |                  | <b>1</b>  | <b>2.0</b>    |
|                            |                    | Hwy - Snow and Ice Control                  | CARLE PLACE      | 2         | 2.0           |
|                            |                    |   | GARDEN CITY PARK | 1         | 1.0           |
|                            |                    |   | GREAT NECK       | 1         | 2.0           |
|                            |                    |   | LAKE SUCCESS     | 1         | 0             |
|                            |                    |   | MANHASSET        | 1         | 1.0           |
|                            |                    |   | PORT WASHINGTON  | 2         | 1.0           |
|                            |                    |   | ROSLYN HEIGHTS   | 1         | 2.0           |
|                            |                    |   | manhasset        | 1         | 1.0           |
|                            |                    |   | port washington  | 1         | 0             |
|                            |                    |   | roslyn           | 1         | 1.0           |
|                            |                    | <b>Hwy - Snow and Ice Control</b>           |                  | <b>12</b> | <b>1.2</b>    |
|                            |                    | Hwy - Street Drainage / Flooding            | NAHASSET HILLS   | 1         | 0             |
|                            |                    |   | NEW CASSEL       | 2         | 1.0           |
|                            |                    |   | NEW CASSLE       | 1         | 0             |
|                            |                    |   | new cassel       | 1         | 1.0           |
|                            |                    | <b>Hwy - Street Drainage / Flooding</b>     |                  | <b>5</b>  | <b>0.6</b>    |
|                            |                    | Hwy - Street Painting                       | ALBERTSON        | 1         | 1.0           |
|                            |                    |   | FLORAL PARK      | 2         | 0             |
|                            |                    | <b>Hwy - Street Painting</b>                |                  | <b>3</b>  | <b>0.3</b>    |
|                            |                    | Hwy - Street Sign - New Request             | MANHASSET        | 1         | 0             |
|                            |                    |   | NEW CASSEL       | 1         | 0             |
|                            |                    |   | PORT WASHINGTON  | 2         | 0             |
|                            |                    |   | port washington  | 1         | 0             |
|                            |                    | <b>Hwy - Street Sign - New Request</b>      |                  | <b>5</b>  | <b>0</b>      |
|                            |                    | Hwy - Street Sign - Remove                  | Port Washington  | 1         | 0             |
|                            |                    | <b>Hwy - Street Sign - Remove</b>           |                  | <b>1</b>  | <b>0</b>      |
|                            |                    | Hwy - Street Sign - Repair / Replace        | ALBERTSON        | 2         | 6.5           |
|                            |                    |   | FLORAL PARK      | 1         | 1.0           |
|                            |                    |   | GARDEN CITY PARK | 1         | 5.0           |
|                            |                    |   | HERRICKS         | 1         | 22.0          |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description  | Type Description                            | City                | Count     | Response Days |
|----------------------------|--------------------|---|---------------------|-----------|---------------|
| Department of Public Works | Highway Department | Hwy - Street Sign - Repair / Replace        | MANHASSET           | 9         | 8.1           |
|                            |                    |   | NEW CASSEL          | 4         | 13.2          |
|                            |                    |   | NEW CASTLE          | 1         | 8.0           |
|                            |                    |   | NEW Cassel          | 1         | 0             |
|                            |                    |   | NEW HYDE PARK       | 2         | 6.5           |
|                            |                    |   | NO NEW HYDE PARK    | 1         | 1.0           |
|                            |                    |   | NORTH NEW HYDE PARK | 1         | 6.0           |
|                            |                    |   | PORT WASHINGTON     | 11        | 14.3          |
|                            |                    |   | ROSLYN              | 2         | 22.0          |
|                            |                    |   | ROSLYN HEIGHTS      | 1         | 22.0          |
|                            |                    |   | ROSLYN HTS          | 1         | 22.0          |
|                            |                    |   | SEARINGTOWN         | 1         | 12.0          |
|                            |                    |   | UNIVERSITY GARDENS  | 1         | 4.0           |
|                            |                    |   | WILLISTON PARK      | 2         | 10.5          |
|                            |                    |   | carle place         | 1         | 20.0          |
|                            |                    |   | herricks            | 3         | 23.3          |
|                            |                    |   | manhasset           | 1         | 2.0           |
|                            |                    |   | port washington     | 7         | 22.9          |
|                            |                    | <b>Hwy - Street Sign - Repair / Replace</b> |                     | <b>55</b> | <b>13.3</b>   |
|                            |                    | Hwy - Street Sweeping / Cleaning            | ALBERTSON           | 1         | 7.0           |
|                            |                    |   | CARLE PLACE         | 1         | 0             |
|                            |                    |   | GREAT NECK          | 1         | 0             |
|                            |                    |   | HERRICKS            | 2         | 0.5           |
|                            |                    |   | NEW HYDE PARK       | 1         | 4.0           |
|                            |                    |   | PORT WASHINGTON     | 1         | 5.0           |
|                            |                    |   | WESTBURY            | 1         | 0             |
|                            |                    | <b>Hwy - Street Sweeping / Cleaning</b>     |                     | <b>8</b>  | <b>2.1</b>    |
|                            |                    | Hwy - Tree Branch / Debris Pickup           | ALBERTSON           | 1         | 1.0           |
|                            |                    |   | FLOWER HILL         | 1         | 1.0           |
|                            |                    |   | GREAT NECK          | 2         | 1.0           |
|                            |                    |   | MANHASSET           | 1         | 1.0           |
|                            |                    |   | NEW CASSEL          | 1         | 0             |
|                            |                    |   | NORTH NEW HYDE PARK | 4         | 2.2           |
|                            |                    |   | PORT WASHINGTON     | 1         | 3.0           |
|                            |                    |   | WESTBURY            | 1         | 0             |
|                            |                    | <b>Hwy - Tree Branch / Debris Pickup</b>    |                     | <b>12</b> | <b>1.4</b>    |
|                            |                    | Hwy - Tree Fallen - Emergency               | MANORHAVEN          | 1         | 4.0           |
|                            |                    |   | ROSLYN HEIGHTS      | 1         | 4.0           |
|                            |                    | <b>Hwy - Tree Fallen - Emergency</b>        |                     | <b>2</b>  | <b>4.0</b>    |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description        | Type Description                         | City                     | Count | Response Days |     |
|----------------------------|--------------------------|--|--------------------------|-------|---------------|-----|
| Department of Public Works | Highway Department       | Hwy - Tree Planting                      | CARLE PLACE              | 1     | 0             |     |
|                            |                          |  | GARDEN CITY              | 1     | 0             |     |
|                            |                          |  | GARDEN CITY PARK         | 4     | 0             |     |
|                            |                          |  | NEW CASSEL               | 1     | 0             |     |
|                            |                          |  | NORTH NEW HYDE PARK      | 4     | 0             |     |
|                            |                          |  | PORT WASHINGTON          | 4     | 0             |     |
|                            |                          | Hwy - Tree Planting                      |                          |       | 15            | 0   |
|                            |                          | Hwy - Tree Removal Objection             | NORTH NEW HYDE PARK      | 1     | 1.0           |     |
|                            |                          | Hwy - Tree Removal Objection             |                          |       | 1             | 1.0 |
|                            |                          | Hwy - Tree Stump Removal                 | CARLE PLACE              | 1     | 17.0          |     |
|                            |                          |  | GARDEN CITY PARK         | 3     | 12.3          |     |
|                            |                          |  | HERRICKS                 | 1     | 0             |     |
|                            |                          |  | MANHASSET                | 2     | 0             |     |
|                            |                          |  | NEW CASSEL               | 2     | 0             |     |
|                            |                          |  | NORTH NEW HYDE PARK      | 3     | 0             |     |
|                            |                          |  | PORT WASHINGTON          | 4     | 8.5           |     |
|                            |                          |  | ROSLYN HEIGHTS           | 1     | 0             |     |
|                            |                          |  | WESTBURY                 | 10    | 5.1           |     |
|                            |                          |  | Hwy - Tree Stump Removal |       |               | 27  |
|                            |                          | Hwy - Tree Trimming / Removal Inspection | ALBERTSON                | 3     | 0             |     |
|                            |                          |  | CARLE PLACE              | 2     | 0             |     |
|                            |                          |  | FLORAL PARK CEN          | 1     | 6.0           |     |
|                            |                          |  | GARDEN CITY PARK         | 4     | 0             |     |
|                            |                          |  | GREAT NECK               | 3     | 0             |     |
|                            |                          |  | HERRICKS                 | 1     | 0             |     |
|                            |                          |  | MANHASSET                | 4     | 0             |     |
|                            |                          |  | NEW CASSEL               | 4     | 0             |     |
|                            |                          |  | NEW HYDE PARK            | 4     | 5.2           |     |
|                            |                          |  | NORTH NEW HYDE PARK      | 11    | 0.6           |     |
|                            |                          |  | PORT WASHINGTON          | 7     | 0.7           |     |
|                            |                          |  | ROSLYN HEIGHTS           | 3     | 0             |     |
|                            |                          |  | SEARINGTOWN              | 1     | 0             |     |
|                            |                          |  | WESTBURY                 | 2     | 0             |     |
|                            |                          | Hwy - Tree Trimming / Removal Inspection |                          |       | 50            | 0.8 |
|                            | Highway Department       |  |                          | 314   | 3.8           |     |
|                            | Street Lighting District | Street Light - Cable Break               | ALBERTSON                | 1     | 1.0           |     |
|                            |                          | Street Light - Cable Break               |                          |       | 1             | 1.0 |
|                            |                          | Street Light - Cycles On / Off           | ALBERTSON                | 1     | 0             |     |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description        | Type Description                      | City                | Count     | Response Days |
|----------------------------|--------------------------|---------------------------------------|---------------------|-----------|---------------|
| Department of Public Works | Street Lighting District | Street Light - Cycles On / Off        | FLORAL PARK CENTRE  | 1         | 15.0          |
|                            |                          |                                       | GARDEN CITY PARK    | 1         | 7.0           |
|                            |                          |                                       | HERRICKS            | 3         | 3.0           |
|                            |                          |                                       | MANHASSET           | 1         | 7.0           |
|                            |                          |                                       | NEW HYDE PARK       | 2         | 4.0           |
|                            |                          |                                       | NO NEW HYDE PARK    | 1         | 12.0          |
|                            |                          |                                       | NORTH NEW HYDE PARK | 5         | 2.4           |
|                            |                          |                                       | PORT WASHINGTON     | 2         | 1.5           |
|                            |                          |                                       | ROSLYN HEIGHTS      | 2         | 4.5           |
|                            |                          |                                       | UNIVERSITY GARDENS  | 1         | 7.0           |
|                            |                          |                                       | roslyn heights      | 1         | 22.0          |
|                            |                          | <b>Street Light - Cycles On / Off</b> |                     | <b>21</b> | <b>5.3</b>    |
|                            |                          | Street Light - Fixture Problem        | EAST WILLISTON      | 1         | 11.0          |
|                            |                          |                                       | GARDEN CITY PARK    | 1         | 0             |
|                            |                          |                                       | GREAT NECK          | 2         | 6.0           |
|                            |                          |                                       | HERRICKS            | 1         | 0             |
|                            |                          |                                       | MANHASSET           | 3         | 1.0           |
|                            |                          |                                       | NEW HYDE PARK       | 1         | 0             |
|                            |                          |                                       | NORTH NEW HYDE PARK | 2         | 0             |
|                            |                          |                                       | PORT WASHINGTON     | 1         | 9.0           |
|                            |                          |                                       | SEARINGTOWN         | 1         | 0             |
|                            |                          |                                       | UNIVERSITY GARDENS  | 2         | 3.5           |
|                            |                          | <b>Street Light - Fixture Problem</b> |                     | <b>15</b> | <b>2.8</b>    |
|                            |                          | Street Light - Light Out (Single)     | ALBERTSON           | 1         | 7.0           |
|                            |                          |                                       | CARLE PLACE         | 8         | 9.6           |
|                            |                          |                                       | FLORAL PARK         | 3         | 0             |
|                            |                          |                                       | FLOWER HILL         | 1         | 5.0           |
|                            |                          |                                       | GARDEN CITY PARK    | 11        | 11.4          |
|                            |                          |                                       | GREAT NECK          | 4         | 2.0           |
|                            |                          |                                       | HERRICKS            | 6         | 3.7           |
|                            |                          |                                       | MANHASSET           | 4         | 17.0          |
|                            |                          |                                       | MANHASSET HILLS     | 1         | 0             |
|                            |                          |                                       | MINEOLA             | 1         | 1.0           |
|                            |                          |                                       | NEW CASLTE          | 1         | 0             |
|                            |                          |                                       | NEW CASSEL          | 8         | 2.9           |
|                            |                          |                                       | NEW HYDE PARK       | 11        | 6.3           |
|                            |                          |                                       | NO NEW HYDE PARK    | 1         | 1.0           |
|                            |                          |                                       | NORTH NEW HYDE      | 22        | 9.9           |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description        | Type Description                            | City                | Count      | Response Days |
|----------------------------|--------------------------|---|---------------------|------------|---------------|
| Department of Public Works | Street Lighting District | Street Light - Light Out (Single)           | PARK                |            |               |
|                            |                          |   | PORT WASHINGTON     | 19         | 7.0           |
|                            |                          |   | PORTWASHINGTON      | 1          | 0             |
|                            |                          |   | ROSLY HEIGHT        | 1          | 0             |
|                            |                          |   | ROSLYN HEIGHTS      | 9          | 5.8           |
|                            |                          |   | SEARINGTOWN         | 6          | 2.7           |
|                            |                          |   | UNIVERSITY GARDENS  | 2          | 7.0           |
|                            |                          |   | WESTBURY            | 1          | 1.0           |
|                            |                          |   | WILLISTON PARK      | 1          | 2.0           |
|                            |                          |   | port washington     | 3          | 5.7           |
|                            |                          |   |                     | 1          | 0             |
|                            |                          | <b>Street Light - Light Out (Single)</b>    |                     | <b>127</b> | <b>6.8</b>    |
|                            |                          | Street Light - Lights Out (Multiple)        | ALBERTSON           | 1          | 22.0          |
|                            |                          |   | GARDEN CITY PARK    | 2          | 0             |
|                            |                          |   | GREAT NECK          | 5          | 8.2           |
|                            |                          |   | HERRICKS            | 14         | 3.4           |
|                            |                          |   | MANHASSET           | 5          | 2.0           |
|                            |                          |   | MANHASSET HILLS     | 2          | 0             |
|                            |                          |   | MINEOLA             | 2          | 0             |
|                            |                          |   | NEW CASSEL          | 3          | 2.0           |
|                            |                          |   | NEW HYDE PARK       | 6          | 4.5           |
|                            |                          |   | NORTH NEW HYDE PARK | 2          | 0             |
|                            |                          |   | PORT WASHINGTON     | 11         | 6.0           |
|                            |                          |   | ROSLYN HEIGHTS      | 2          | 17.5          |
|                            |                          |   | SEARINGTOWN         | 3          | 0             |
|                            |                          |   | WESTBURY            | 2          | 10.5          |
|                            |                          | <b>Street Light - Lights Out (Multiple)</b> |                     | <b>60</b>  | <b>4.6</b>    |
|                            |                          | Street Light - Mark Out                     | CARLE PLACE         | 6          | 6.2           |
|                            |                          |   | GARDEN CITY         | 2          | 5.0           |
|                            |                          |   | GARDEN CITY PARK    | 1          | 7.0           |
|                            |                          |   | GLENWOOD LANDING    | 2          | 3.5           |
|                            |                          |   | MANHASSET           | 2          | 3.0           |
|                            |                          |   | MANHASSET HILLS     | 2          | 17.0          |
|                            |                          |   | N NEW HYDE PARK     | 3          | 13.0          |
|                            |                          |   | NEW CASSEL          | 1          | 1.0           |
|                            |                          |   | NEW HYDE PARK       | 2          | 6.5           |
|                            |                          |   | NORTH HILLS         | 1          | 0             |
|                            |                          |   | NORTH NEW HYDE PARK | 4          | 9.5           |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description        | Type Description                        | City                | Count     | Response Days |
|----------------------------|--------------------------|---|---------------------|-----------|---------------|
| Department of Public Works | Street Lighting District | Street Light - Mark Out                 | PLRT WASHINGTON     | 1         | 2.0           |
|                            |                          |   | PORT WASHINGTON     | 8         | 8.6           |
|                            |                          |   | PT WASHINGTON       | 1         | 6.0           |
|                            |                          |   | ROSLYN              | 1         | 1.0           |
|                            |                          |   | ROSLYN HEIGHTS      | 6         | 1.0           |
|                            |                          |   | RUSSELL GARDENS     | 1         | 7.0           |
|                            |                          |   | SEARINGTOWN         | 1         | 6.0           |
|                            |                          |   | UNIVERSITY GARDENS  | 1         | 6.0           |
|                            |                          |   | WESTBURY            | 1         | 0             |
|                            |                          |   |                     | 1         | 13.0          |
|                            |                          | <b>Street Light - Mark Out</b>          |                     | <b>48</b> | <b>6.4</b>    |
|                            |                          | Street Light - Misc Problems            | MANHASSET           | 1         | 13.0          |
|                            |                          |   | NORTH NEW HYDE PARK | 1         | 0             |
|                            |                          |   |                     | 1         | 0             |
|                            |                          | <b>Street Light - Misc Problems</b>     |                     | <b>3</b>  | <b>4.3</b>    |
|                            |                          | Street Light - New Light Request        | PORT WASHINGTON     | 1         | 0             |
|                            |                          | <b>Street Light - New Light Request</b> |                     | <b>1</b>  | <b>0</b>      |
|                            |                          | Street Light - On During Day            | ALBERTSON           | 4         | 5.2           |
|                            |                          |   | CARLE PLACE         | 1         | 7.0           |
|                            |                          |   | FLORAL PARK CENTRE  | 1         | 3.0           |
|                            |                          |   | GARDEN CITY PARK    | 2         | 24.0          |
|                            |                          |   | GREAT NECK          | 1         | 13.0          |
|                            |                          |   | MANHASSET           | 3         | 2.0           |
|                            |                          |   | MINEOLA             | 1         | 0             |
|                            |                          |   | NEW HYDE PARK       | 2         | 6.5           |
|                            |                          |   | NO NEW HYDE PARK    | 1         | 8.0           |
|                            |                          |   | NORTH NEW HYDE PARK | 5         | 5.6           |
|                            |                          |   | PORT WASHINGTON     | 13        | 5.4           |
|                            |                          |   | ROSLYN HEIGHTS      | 3         | 5.0           |
|                            |                          |   | RSOLYN HEIGHTS      | 1         | 3.0           |
|                            |                          | <b>Street Light - On During Day</b>     |                     | <b>38</b> | <b>6.2</b>    |
|                            |                          | Street Light - Pole Problem             | ALBERTSON           | 1         | 1.0           |
|                            |                          |   | CARLE PLACE         | 2         | 13.5          |
|                            |                          |   | GARDEN CITY PARK    | 1         | 0             |
|                            |                          |   | MANHASSET           | 5         | 3.4           |
|                            |                          |   | MANHASSET HILLS     | 1         | 5.0           |
|                            |                          |   | NEW HYDE PARK       | 1         | 1.0           |
|                            |                          |   | NORTH NEW HYDE PARK | 3         | 13.7          |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description     | Group Description        | Type Description            | City                | Count | Response Days |     |
|----------------------------|--------------------------|-----------------------------|---------------------|-------|---------------|-----|
| Department of Public Works | Street Lighting District | Street Light - Pole Problem | PORT WASHINGTON     | 1     | 0             |     |
|                            |                          |                             | UNIVERSITY GARDENS  | 1     | 6.0           |     |
|                            |                          | Street Light - Pole Problem |                     |       | 16            | 6.1 |
|                            | Street Lighting District |                             |                     | 330   | 5.9           |     |
| Department of Public Works |                          |                             |                     | 645   | 4.9           |     |
| Housing Authority          | Housing Authority        | Housing - Appliance         | MANHASSET           | 3     | 6.0           |     |
|                            |                          | Housing - Appliance         |                     |       | 3             | 6.0 |
|                            |                          | Housing - Electrical        | MANHASSET           | 1     | 6.0           |     |
|                            |                          |                             | NEW CASSEL          | 2     | 7.5           |     |
|                            |                          | Housing - Electrical        |                     |       | 3             | 7.0 |
|                            |                          | Housing - High Priority SR  | MANHASSET           | 1     | 9.0           |     |
|                            |                          |                             | NEW CASSEL          | 1     | 1.0           |     |
|                            |                          | Housing - High Priority SR  |                     |       | 2             | 5.0 |
|                            |                          | Housing - Misc Carpentry    | MANHASSET           | 1     | 0             |     |
|                            |                          | Housing - Misc Carpentry    |                     |       | 1             | 0   |
|                            |                          | Housing - Misc SR           | MANHASSET           | 3     | 3.7           |     |
|                            |                          |                             | NEW CASSEL          | 3     | 6.3           |     |
|                            |                          | Housing - Misc SR           |                     |       | 6             | 5.0 |
|                            |                          | Housing - Pest Control      | MANHASSET           | 2     | 1.0           |     |
|                            |                          |                             | NEW CASSEL          | 2     | 15.5          |     |
|                            |                          | Housing - Pest Control      |                     |       | 4             | 8.2 |
|                            |                          | Housing - Plumbing          | MANHASSET           | 3     | 1.3           |     |
|                            |                          |                             | NEW CASSEL          | 3     | 8.0           |     |
|                            |                          | Housing - Plumbing          |                     |       | 6             | 4.7 |
|                            | Housing Authority        |                             |                     |       | 25            | 5.6 |
| Housing Authority          |                          |                             |                     | 25    | 5.6           |     |
| Inter Municipal Affairs    | Inter Municipal Affairs  | OIC - From Transfer         | ALBERTSON           | 1     | 1.0           |     |
|                            |                          |                             | FLOWER HILL         | 1     | 3.0           |     |
|                            |                          |                             | GREAT NECK          | 2     | 4.5           |     |
|                            |                          |                             | GREAT NECK PLAZA    | 1     | 0             |     |
|                            |                          |                             | HERRICKS            | 2     | 3.0           |     |
|                            |                          |                             | MANORHAVEN          | 1     | 1.0           |     |
|                            |                          |                             | ROSLYN HEIGHTS      | 2     | 2.0           |     |
|                            |                          |                             | SEARINGTOWN         | 1     | 6.0           |     |
|                            |                          |                             | UNIVERSITY GARDENS  | 1     | 5.0           |     |
|                            |                          |                             | WESTBURY            | 1     | 2.0           |     |
|                            |                          |                             | OIC - From Transfer |       |               | 13  |
|                            |                          | OIC - Inter Municipal SR    | EAST HILLS          | 2     | 2.0           |     |
|                            |                          |                             | EAST WILLISTON      | 1     | 26.0          |     |
|                            |                          |                             | FLORAL PARK         | 1     | 11.0          |     |

# **Town of North Hempstead Service Requests via 311 - by Department**

January 2012

| Department Description          | Group Description               | Type Description                         | City                | Count | Response Days |
|---------------------------------|---------------------------------|--|---------------------|-------|---------------|
| Inter Municipal Affairs         | Inter Municipal Affairs         | OIC - Inter Municipal SR                 | GARDEN CITY PARK    | 2     | 4.5           |
|                                 |                                 |  | GREAT NECK          | 2     | 0             |
|                                 |                                 |  | GREAT NECK PLAZA    | 2     | 1.5           |
|                                 |                                 |  | LAKE SUCCESS        | 2     | 1.0           |
|                                 |                                 |  | MANHASSET           | 3     | 2.7           |
|                                 |                                 |  | MINEOLA             | 1     | 3.0           |
|                                 |                                 |  | NEW HYDE PARK       | 1     | 4.0           |
|                                 |                                 |  | NO NEW HYDE PARK    | 1     | 6.0           |
|                                 |                                 |  | NORTH HILLS         | 1     | 0             |
|                                 |                                 |  | NORTH NEW HYDE PARK | 1     | 2.0           |
|                                 |                                 |  | PORT WASHINGTON     | 1     | 5.0           |
|                                 |                                 |  | ROSLYN              | 5     | 1.8           |
|                                 |                                 |  | ROSLYN harbor       | 1     | 0             |
|                                 |                                 |  | SEARINGTON          | 1     | 5.0           |
|                                 |                                 |  | UNIVERSITY GARDENS  | 1     | 5.0           |
|                                 |                                 |  | WESTBURY            | 1     | 5.0           |
|                                 |                                 |  | WILLISTON PARK      | 1     | 0             |
|                                 |                                 |  |                     | 3     | 0.3           |
|                                 |                                 | OIC - Inter Municipal SR                 |                     |       | 34            |
|                                 | Inter Municipal Affairs         |  |                     | 47    | 3.1           |
| Inter Municipal Affairs         |                                 |  | 47                  | 3.1   |               |
| Parks and Recreation Department | Parks and Recreation Department | Park - Call Back Request                 |                     | 3     | 0             |
|                                 |                                 | Park - Call Back Request                 |                     | 3     | 0             |
|                                 |                                 | Park - Disabled Youth Recreation Program |                     | 1     | 0             |
|                                 |                                 | Park - Disabled Youth Recreation Program |                     | 1     | 0             |
|                                 |                                 | Park - From Transfer                     | NEW HYDE PARK       | 1     | 5.0           |
|                                 |                                 |  | PORT WASHINGTON     | 1     | 0             |
|                                 |                                 | Park - From Transfer                     |                     | 2     | 2.5           |
|                                 |                                 | Park - Miscellaneous                     | CARLE PLACE         | 1     | 1.0           |
|                                 |                                 |  | MANHASSET           | 2     | 1.5           |
|                                 |                                 |  | MINEOLA             | 1     | 2.0           |
|                                 |                                 |  | NEW HYDE PARK       | 1     | 0             |
|                                 |                                 |  | NORTH NEW HYDE PARK | 1     | 0             |
|                                 |                                 |  | PLAINVIEW           | 1     | 1.0           |
|                                 |                                 |  | PORT WASHINGTON     | 1     | 1.0           |
|                                 |                                 |  | UNKNOWN             | 1     | 0             |
| Park - Miscellaneous            |                                 | 9  | 0.9                 |       |               |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description           | Group Description               | Type Description                       | City                | Count | Response Days |
|----------------------------------|---------------------------------|--|---------------------|-------|---------------|
| Parks and Recreation Department  | Parks and Recreation Department | Park - Park Facilities Maintenance     |                     | 11    | 2.5           |
|                                  |                                 | Park - Park Facilities Maintenance     |                     | 11    | 2.5           |
|                                  |                                 | Park - Park Lights                     |                     | 1     | 1.0           |
|                                  |                                 | Park - Park Lights                     |                     | 1     | 1.0           |
|                                  |                                 | Park - Park Permit Application Request |                     | 14    | 0             |
|                                  |                                 | Park - Park Permit Application Request |                     | 14    | 0             |
|                                  | Parks and Recreation Department |  |                     | 41    | 1.0           |
| Parks and Recreation Department  |                                 |  |                     | 41    | 1.0           |
| Planning and Building Department | Board of Zoning Appeals         | BZA - Questions needing Answers        |                     | 2     | 1.0           |
|                                  |                                 | BZA - Questions needing Answers        |                     | 2     | 1.0           |
|                                  | Board of Zoning Appeals         |  |                     | 2     | 1.0           |
|                                  | Building Department             | Bldg - Application Status              | ALBERTSON           | 2     | 6.5           |
|                                  |                                 |  | GARDEN CITY PARK    | 5     | 3.6           |
|                                  |                                 |  | GREAT NECK          | 3     | 1.0           |
|                                  |                                 |  | HERRICKS            | 2     | 1.5           |
|                                  |                                 |  | MANHASSET           | 4     | 2.5           |
|                                  |                                 |  | NEW CASSEL          | 1     | 1.0           |
|                                  |                                 |  | NEW HYDE PARK       | 4     | 3.5           |
|                                  |                                 |  | NORTH NEW HYDE PARK | 7     | 2.4           |
|                                  |                                 |  | PORT WASHINGTON     | 2     | 3.0           |
|                                  |                                 |  | ROSLYN              | 1     | 5.0           |
|                                  |                                 |  | ROSLYN HEIGHTS      | 2     | 1.5           |
|                                  |                                 |  | SEARINGTOWN         | 1     | 4.0           |
|                                  |                                 | Bldg - Application Status              |                     | 34    | 2.9           |
|                                  |                                 | Bldg - Certificate Status              | ALBERTSON           | 1     | 0             |
|                                  |                                 |  | GARDEN CITY PARK    | 1     | 0             |
|                                  |                                 |  | MANHASSET           | 1     | 0             |
|                                  |                                 |  | NORTH NEW HYDE PARK | 1     | 0             |
|                                  |                                 |  | PORT WASHINGTON     | 2     | 0             |
|                                  |                                 | Bldg - Certificate Status              |                     | 6     | 0             |
|                                  |                                 | Bldg - Construction Complaint          | ALBERTSON           | 1     | 0             |
|                                  | GREAT NECK                      |  | 2                   | 21.5  |               |
|                                  | MANHASSET                       |  | 2                   | 9.5   |               |
|                                  | NEW HYDE PARK                   |  | 1                   | 7.0   |               |
|                                  | NORTH NEW HYDE PARK             |  | 1                   | 5.0   |               |
| PORT WASHINGTON                  | 3                               |  | 8.7                 |       |               |
| ROSLYN                           | 1                               |  | 0                   |       |               |
| ROSLYN HEIGHTS                   | 1                               | 0                                      |                     |       |               |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description           | Group Description   | Type Description                             | City                | Count     | Response Days |
|----------------------------------|---------------------|--|---------------------|-----------|---------------|
| Planning and Building Department | Building Department | Bldg - Construction Complaint                | SEARINGTOWN         | 1         | 17.0          |
|                                  |                     |  |                     | 1         | 0             |
|                                  |                     | <b>Bldg - Construction Complaint</b>         |                     | <b>14</b> | <b>8.4</b>    |
|                                  |                     | Bldg - Employee Complaint                    | GREENVALE           | 1         | 0             |
|                                  |                     |  | OYSTER BAY          | 1         | 0             |
|                                  |                     | <b>Bldg - Employee Complaint</b>             |                     | <b>2</b>  | <b>0</b>      |
|                                  |                     | Bldg - From Transfer                         | HERRICKS            | 1         | 0             |
|                                  |                     |  | MANHASSET           | 1         | 0             |
|                                  |                     | <b>Bldg - From Transfer</b>                  |                     | <b>2</b>  | <b>0</b>      |
|                                  |                     | Bldg - General Question Needs Answers        |                     | 79        | 2.0           |
|                                  |                     | <b>Bldg - General Question Needs Answers</b> |                     | <b>79</b> | <b>2.0</b>    |
|                                  |                     | Bldg - Illegal Housing                       | ALBERTSON           | 1         | 0             |
|                                  |                     |  | GARDEN CITY PARK    | 3         | 0             |
|                                  |                     |  | MANHASSET           | 1         | 0             |
|                                  |                     |  | NEW CASSEL          | 5         | 0.2           |
|                                  |                     |  | NEW HYDE PARK       | 2         | 0             |
|                                  |                     |  | NORTH NEW HYDE PARK | 4         | 3.5           |
|                                  |                     |  | PORT WASHINGTON     | 3         | 0             |
|                                  |                     |  | ROSLYN HEIGHTS      | 2         | 1.5           |
|                                  |                     |  | SEARINGTOWN         | 1         | 14.0          |
|                                  |                     |  | WESTBURY            | 2         | 0.5           |
|                                  |                     |  | great neck          | 1         | 0             |
|                                  |                     | <b>Bldg - Illegal Housing</b>                |                     | <b>25</b> | <b>1.3</b>    |
|                                  |                     | Bldg - Inspection Request                    | GARDEN CITY PARK    | 1         | 0             |
|                                  |                     |  | HERRICKS            | 1         | 0             |
|                                  |                     |  | NORTH NEW HYDE PARK | 1         | 4.0           |
|                                  |                     |  | PORT WASHINGTON     | 1         | 0             |
|                                  |                     |  | ROSLYN HEIGHTS      | 1         | 0             |
|                                  |                     |  | SEARINGTOWN         | 1         | 0             |
|                                  |                     | <b>Bldg - Inspection Request</b>             |                     | <b>6</b>  | <b>0.7</b>    |
|                                  |                     | Bldg - Permit Question Needs Answers         |                     | 13        | 3.5           |
|                                  |                     | <b>Bldg - Permit Question Needs Answers</b>  |                     | <b>13</b> | <b>3.5</b>    |
|                                  |                     | Bldg - Retaining Wall                        | NORTH NEW HYDE PARK | 1         | 0             |
|                                  |                     |  | PORTWASHINGTON      | 1         | 0             |
|                                  |                     | <b>Bldg - Retaining Wall</b>                 |                     | <b>2</b>  | <b>0</b>      |
|                                  |                     | Bldg - Suspect Work Without a Permit         | GARDEN CITY PARK    | 1         | 0             |
|                                  |                     |  | GREAT NECK          | 3         | 0             |
|                                  |                     |  | GREENVALE           | 1         | 0             |
|                                  |                     |  | HERRICKS            | 1         | 4.0           |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description           | Group Description    | Type Description                     | City                   | Count | Response Days |     |
|----------------------------------|----------------------|--------------------------------------|------------------------|-------|---------------|-----|
| Planning and Building Department | Building Department  | Bldg - Suspect Work Without a Permit | MANHASSET              | 4     | 0             |     |
|                                  |                      |                                      | NORTH NEW HYDE PARK    | 7     | 1.0           |     |
|                                  |                      |                                      | PORT WASHINGTON        | 4     | 12.5          |     |
|                                  |                      |                                      | ROSLYN HEIGHTS         | 2     | 9.0           |     |
|                                  |                      | Bldg - Suspect Work Without a Permit |                        |       | 23            | 3.4 |
|                                  | Building Department  |                                      |                        | 206   | 2.6           |     |
|                                  | Planning Department  | Planning - Call Back Request         |                        | 3     | 0.3           |     |
|                                  |                      | Planning - Call Back Request         |                        |       | 3             | 0.3 |
|                                  |                      | Planning - From Transfer             | GREAT NECK             | 1     | 0             |     |
|                                  |                      | Planning - From Transfer             |                        |       | 1             | 0   |
|                                  |                      | Planning - Questions needing Answers | NEW HYDE PARK          | 1     | 1.0           |     |
|                                  |                      | Planning - Questions needing Answers |                        |       | 1             | 1.0 |
|                                  |                      | Planning - Scheduling for a Planner  | NEW HYDE PARK          | 1     | 2.0           |     |
|                                  |                      | Planning - Scheduling for a Planner  |                        |       | 1             | 2.0 |
|                                  | Planning Department  |                                      |                        | 6     | 0.7           |     |
| Planning and Building Department |                      |                                      | 214                    | 2.5   |               |     |
| Project Independence             | Project Independence | PI - Call Back Request               | NORTH NEW HYDE PARK    | 1     | 2.0           |     |
|                                  |                      |                                      |                        | 33    | 1.4           |     |
|                                  |                      | PI - Call Back Request               |                        |       | 34            | 1.4 |
|                                  |                      | PI - Caregiver Support               | GREAT NECK             | 3     | 2.3           |     |
|                                  |                      |                                      | GREAT NECK PLAZA       | 1     | 8.0           |     |
|                                  |                      |                                      | MANORHAVEN             | 1     | 6.0           |     |
|                                  |                      |                                      | NORTH NEW HYDE PARK    | 1     | 1.0           |     |
|                                  |                      |                                      | PORT WASHINGTON        | 3     | 8.0           |     |
|                                  |                      |                                      | WESTBURY               | 1     | 1.0           |     |
|                                  |                      |                                      | great neck             | 1     | 6.0           |     |
|                                  |                      |                                      | PI - Caregiver Support |       |               | 11  |
|                                  |                      | PI - Financial Assistance            | FLOWER HILL            | 1     | 8.0           |     |
|                                  |                      |                                      | HERRICKS               | 1     | 5.0           |     |
|                                  |                      |                                      | MINEOLA                | 1     | 0             |     |
|                                  |                      |                                      | NEW CASSEL             | 1     | 0             |     |
|                                  |                      |                                      | NEW HYDE PARK          | 1     | 7.0           |     |
|                                  |                      | PI - Financial Assistance            |                        |       | 5             | 4.0 |
|                                  |                      | PI - Food and Hunger                 | GREAT NECK PLAZA       | 1     | 6.0           |     |
|                                  |                      |                                      | MINEOLA                | 1     | 0             |     |
|                                  |                      |                                      | ROSLYN HEIGHTS         | 1     | 0             |     |
|                                  |                      |                                      | WILLISTON PARK         | 2     | 1.0           |     |
|                                  |                      | PI - Food and Hunger                 |                        |       | 5             | 1.6 |
|                                  |                      | PI - Health and Mental Health        | ALBERTSON              | 2     | 13.5          |     |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description    | Type Description                     | City                  | Count     | Response Days |
|------------------------|----------------------|--------------------------------------|-----------------------|-----------|---------------|
| Project Independence   | Project Independence | PI - Health and Mental Health        | ANN ARBOR             | 1         | 4.0           |
|                        |                      |                                      | CARLE PLACE           | 2         | 1.5           |
|                        |                      |                                      | GARDEN CITY PARK      | 2         | 5.5           |
|                        |                      |                                      | GREAT NECK            | 37        | 1.3           |
|                        |                      |                                      | GREAT NECK ESTATES    | 2         | 8.5           |
|                        |                      |                                      | GREAT NECK PLAZA      | 14        | 0.4           |
|                        |                      |                                      | HERRICKS              | 1         | 7.0           |
|                        |                      |                                      | KENSINGTON            | 1         | 2.0           |
|                        |                      |                                      | KEW GARDENS           | 1         | 0             |
|                        |                      |                                      | KINGS POINT           | 6         | 0             |
|                        |                      |                                      | MANHASSET             | 1         | 0             |
|                        |                      |                                      | MANORHAVEN            | 2         | 1.0           |
|                        |                      |                                      | MINEOLA               | 1         | 2.0           |
|                        |                      |                                      | NEW HYDE PARK         | 2         | 4.5           |
|                        |                      |                                      | NORTH HILLS           | 1         | 0             |
|                        |                      |                                      | NORTH NEW HYDE PARK   | 8         | 1.2           |
|                        |                      |                                      | PORT WASHINGTON       | 2         | 0             |
|                        |                      |                                      | PORT WASHINGTON NORTH | 1         | 7.0           |
|                        |                      |                                      | SADDLE ROCK           | 1         | 1.0           |
|                        |                      |                                      | SEARINGTOWN           | 1         | 4.0           |
|                        |                      |                                      | THOMASTON             | 5         | 0             |
|                        |                      |                                      | WESTBURY              | 2         | 0             |
|                        |                      |                                      | WILLISTON PARK        | 1         | 11.0          |
|                        |                      | <b>PI - Health and Mental Health</b> |                       | <b>97</b> | <b>1.8</b>    |
|                        |                      | PI - Household Maintenance           | EAST HILLS            | 2         | 3.0           |
|                        |                      |                                      | EAST WILLISTON        | 2         | 2.0           |
|                        |                      |                                      | GARDEN CITY PARK      | 2         | 8.0           |
|                        |                      |                                      | GREAT NECK            | 1         | 1.0           |
|                        |                      |                                      | GREAT NECK ESTATES    | 1         | 1.0           |
|                        |                      |                                      | MANHASSET             | 1         | 0             |
|                        |                      |                                      | MINEOLA               | 2         | 1.5           |
|                        |                      |                                      | NEW HYDE PARK         | 3         | 0.7           |
|                        |                      |                                      | NORTH NEW HYDE PARK   | 2         | 6.0           |
|                        |                      |                                      | PORT WASHINGTON       | 3         | 1.7           |
|                        |                      |                                      | PORT WASHINGTON NORTH | 1         | 2.0           |
|                        |                      |                                      | ROSLYN HEIGHTS        | 1         | 0             |
|                        |                      | <b>PI - Household Maintenance</b>    |                       | <b>21</b> | <b>2.5</b>    |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description    | Type Description                    | City                | Count      | Response Days |
|------------------------|----------------------|-------------------------------------|---------------------|------------|---------------|
| Project Independence   | Project Independence | PI - Membership Registration        | ALBERTSON           | 2          | 0             |
|                        |                      |                                     | CARLE PLACE         | 4          | 0             |
|                        |                      |                                     | EAST HILLS          | 2          | 0             |
|                        |                      |                                     | EAST WILLISTON      | 1          | 0             |
|                        |                      |                                     | FLORAL PARK         | 2          | 0             |
|                        |                      |                                     | GARDEN CITY PARK    | 6          | 0             |
|                        |                      |                                     | GREAT NECK          | 8          | 0             |
|                        |                      |                                     | GREAT NECK ESTATES  | 2          | 0             |
|                        |                      |                                     | GREAT NECK PLAZA    | 7          | 0             |
|                        |                      |                                     | HERRICKS            | 6          | 0             |
|                        |                      |                                     | LAKE SUCCESS        | 1          | 0             |
|                        |                      |                                     | MANHASSET           | 6          | 0             |
|                        |                      |                                     | MANORHAVEN          | 2          | 0             |
|                        |                      |                                     | MINEOLA             | 18         | 0             |
|                        |                      |                                     | MUNSEY PARK         | 2          | 0             |
|                        |                      |                                     | NEW CASSEL          | 2          | 0             |
|                        |                      |                                     | NEW HYDE PARK       | 8          | 0             |
|                        |                      |                                     | NORTH HILLS         | 6          | 0             |
|                        |                      |                                     | NORTH NEW HYDE PARK | 8          | 0             |
|                        |                      |                                     | PORT WASHINGTON     | 12         | 0             |
|                        |                      |                                     | ROSLYN ESTATES      | 1          | 0             |
|                        |                      |                                     | ROSLYN HEIGHTS      | 4          | 0             |
|                        |                      |                                     | RUSSELL GARDENS     | 2          | 0             |
|                        |                      |                                     | SEARINGTOWN         | 3          | 0             |
|                        |                      |                                     | WESTBURY            | 3          | 0             |
|                        |                      |                                     | WILLISTON PARK      | 3          | 0             |
|                        |                      |                                     |                     | 1          | 0             |
|                        |                      | <b>PI - Membership Registration</b> |                     | <b>122</b> | <b>0</b>      |
|                        |                      | PI - Miscellaneous                  | ALBERTSON           | 2          | 3.5           |
|                        |                      |                                     | CARLE PLACE         | 2          | 0.5           |
|                        |                      |                                     | EAST HILLS          | 2          | 1.5           |
|                        |                      |                                     | GARDEN CITY PARK    | 2          | 3.5           |
|                        |                      |                                     | GREAT NECK          | 4          | 1.8           |
|                        |                      |                                     | GREAT NECK PLAZA    | 1          | 2.0           |
|                        |                      |                                     | HAUPPAUGE           | 1          | 0             |
|                        |                      |                                     | HERRICKS            | 2          | 5.5           |
|                        |                      |                                     | MANHASSET           | 1          | 1.0           |
|                        |                      |                                     | MANORHAVEN          | 1          | 0             |
|                        |                      |                                     | MINEOLA             | 2          | 4.0           |
|                        |                      |                                     | MUNSEY PARK         | 1          | 0             |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description    | Type Description                 | City                | Count     | Response Days |
|------------------------|----------------------|----------------------------------|---------------------|-----------|---------------|
| Project Independence   | Project Independence | PI - Miscellaneous               | NEW HYDE PARK       | 3         | 1.3           |
|                        |                      |                                  | NORTH HILLS         | 1         | 1.0           |
|                        |                      |                                  | NORTH NEW HYDE PARK | 2         | 0.5           |
|                        |                      |                                  | OLD WESTBURY        | 1         | 0             |
|                        |                      |                                  | PLANDOME            | 1         | 0             |
|                        |                      |                                  | PLANDOME HEIGHTS    | 1         | 2.0           |
|                        |                      |                                  | PORT WASHINGTON     | 5         | 2.2           |
|                        |                      |                                  | ROSLYN ESTATES      | 1         | 6.0           |
|                        |                      |                                  | ROSLYN HARBOR       | 1         | 0             |
|                        |                      |                                  | WESTBURY            | 1         | 7.0           |
|                        |                      |                                  | WILLISTON PARK      | 6         | 5.2           |
|                        |                      |                                  | port washington     | 1         | 4.0           |
|                        |                      | <b>PI - Miscellaneous</b>        |                     | <b>45</b> | <b>2.5</b>    |
|                        |                      | PI - NORC SR                     | HERRICKS            | 2         | 0             |
|                        |                      |                                  | NEW HYDE PARK       | 3         | 0             |
|                        |                      |                                  | NORTH NEW HYDE PARK | 10        | 0.1           |
|                        |                      | <b>PI - NORC SR</b>              |                     | <b>15</b> | <b>0.1</b>    |
|                        |                      | PI - Program Registration        | ALBERTSON           | 6         | 0.2           |
|                        |                      |                                  | CARLE PLACE         | 1         | 0             |
|                        |                      |                                  | EAST WILLISTON      | 1         | 1.0           |
|                        |                      |                                  | GARDEN CITY         | 1         | 0             |
|                        |                      |                                  | GARDEN CITY PARK    | 2         | 1.0           |
|                        |                      |                                  | HEMPSTEAD           | 1         | 0             |
|                        |                      |                                  | HERRICKS            | 1         | 0             |
|                        |                      |                                  | MINEOLA             | 4         | 0.2           |
|                        |                      |                                  | MUNSEY PARK         | 1         | 1.0           |
|                        |                      |                                  | NEW CASSEL          | 1         | 0             |
|                        |                      |                                  | NEW HYDE PARK       | 8         | 1.4           |
|                        |                      |                                  | NORTH NEW HYDE PARK | 9         | 0.4           |
|                        |                      |                                  | PORT WASHINGTON     | 3         | 1.7           |
|                        |                      |                                  | SEARINGTOWN         | 1         | 1.0           |
|                        |                      |                                  | WILLISTON PARK      | 7         | 1.7           |
|                        |                      |                                  |                     | 1         | 0             |
|                        |                      | <b>PI - Program Registration</b> |                     | <b>48</b> | <b>0.8</b>    |
|                        |                      | PI - Snow Removal                | GARDEN CITY PARK    | 2         | 2.0           |
|                        |                      |                                  | NEW HYDE PARK       | 2         | 3.0           |
|                        |                      |                                  | NORTH NEW HYDE PARK | 7         | 2.0           |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description    | Type Description         | City                  | Count     | Response Days |
|------------------------|----------------------|--------------------------|-----------------------|-----------|---------------|
| Project Independence   | Project Independence | PI - Snow Removal        | PORT WASHINGTON       | 4         | 0.8           |
|                        |                      |                          | WESTBURY              | 1         | 4.0           |
|                        |                      | <b>PI - Snow Removal</b> |                       | <b>16</b> | <b>1.9</b>    |
|                        |                      | PI - Taxi Service        | ALBERTSON             | 42        | 0             |
|                        |                      |                          | BAXTER ESTATES        | 2         | 0             |
|                        |                      |                          | CARLE PLACE           | 7         | 0             |
|                        |                      |                          | EAST HILLS            | 12        | 0             |
|                        |                      |                          | EAST WILLISTON        | 7         | 0             |
|                        |                      |                          | FLORAL PARK           | 16        | 0             |
|                        |                      |                          | FLORAL PARK CENTRE    | 4         | 0             |
|                        |                      |                          | FLOWER HILL           | 19        | 0             |
|                        |                      |                          | GARDEN CITY           | 1         | 0             |
|                        |                      |                          | GARDEN CITY PARK      | 70        | 0             |
|                        |                      |                          | GREAT NECK            | 208       | 0.0           |
|                        |                      |                          | GREAT NECK ESTATES    | 21        | 0             |
|                        |                      |                          | GREAT NECK PLAZA      | 79        | 0.0           |
|                        |                      |                          | GREAT NECKK           | 1         | 0             |
|                        |                      |                          | HERRICKS              | 32        | 0             |
|                        |                      |                          | KENSINGTON            | 1         | 0             |
|                        |                      |                          | KINGS POINT           | 18        | 0.3           |
|                        |                      |                          | LAKE SUCCESS          | 6         | 0             |
|                        |                      |                          | MANHASSET             | 51        | 0             |
|                        |                      |                          | MANHASSET HILLS       | 1         | 0             |
|                        |                      |                          | MANHASSETT            | 1         | 0             |
|                        |                      |                          | MANORHAVEN            | 52        | 0             |
|                        |                      |                          | MINEOLA               | 105       | 0             |
|                        |                      |                          | MONEOLA               | 1         | 0             |
|                        |                      |                          | NEW CASSEL            | 30        | 0             |
|                        |                      |                          | NEW HYDE PARK         | 66        | 0             |
|                        |                      |                          | NORTH HILLS           | 51        | 0             |
|                        |                      |                          | NORTH NEW HYDE PARK   | 74        | 0             |
|                        |                      |                          | PORT WASHINGTON       | 189       | 0             |
|                        |                      |                          | PORT WASHINGTON NORTH | 29        | 0             |
|                        |                      |                          | PORT WASHINGTON NY    | 1         | 0             |
|                        |                      |                          | PORT WASHINTON        | 1         | 0             |
|                        |                      |                          | PORT WASINGTON        | 1         | 0             |
|                        |                      |                          | PORTWASHINGTON        | 1         | 0             |
|                        |                      |                          | ROSLYN                | 23        | 0             |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description    | Type Description               | City                  | Count        | Response Days |
|------------------------|----------------------|--------------------------------|-----------------------|--------------|---------------|
| Project Independence   | Project Independence | PI - Taxi Service              | ROSLYN ESTATES        | 3            | 0             |
|                        |                      |                                | ROSLYN HARBOR         | 6            | 0             |
|                        |                      |                                | ROSLYN HEIGHTS        | 28           | 0             |
|                        |                      |                                | RUSSELL GARDENS       | 7            | 0             |
|                        |                      |                                | SANDS POINT           | 1            | 0             |
|                        |                      |                                | SANDS PONT            | 1            | 0             |
|                        |                      |                                | SEARINGTOWN           | 8            | 0             |
|                        |                      |                                | THOMASTON             | 1            | 0             |
|                        |                      |                                | UNIVERSITY GARDENS    | 3            | 0             |
|                        |                      |                                | WESTBURY              | 35           | 0             |
|                        |                      |                                | WILLISTON             | 2            | 0             |
|                        |                      |                                | WILLISTON PARK        | 47           | 0             |
|                        |                      |                                | mineola               | 1            | 0             |
|                        |                      |                                | roslyn heights        | 1            | 0             |
|                        |                      |                                |                       | 11           | 0             |
|                        |                      | <b>PI - Taxi Service</b>       |                       | <b>1,378</b> | <b>0.0</b>    |
|                        |                      | PI - Taxi Service Cancellation | ALBERTSON             | 4            | 0             |
|                        |                      |                                | CARLE PLACE           | 1            | 0             |
|                        |                      |                                | EAST HILLS            | 1            | 0             |
|                        |                      |                                | EAST WILLISTON        | 2            | 0             |
|                        |                      |                                | FLORAL PARK CENTRE    | 1            | 0             |
|                        |                      |                                | FLOWER HILL           | 1            | 0             |
|                        |                      |                                | GARDEN CITY PARK      | 5            | 0             |
|                        |                      |                                | GREAT NECK            | 18           | 0             |
|                        |                      |                                | GREAT NECK ESTATES    | 2            | 0             |
|                        |                      |                                | GREAT NECK PLAZA      | 11           | 0             |
|                        |                      |                                | HERRICKS              | 2            | 0             |
|                        |                      |                                | KINGS POINT           | 1            | 0             |
|                        |                      |                                | MANHASSET             | 4            | 0             |
|                        |                      |                                | MANORHAVEN            | 4            | 0             |
|                        |                      |                                | MINEOLA               | 5            | 0             |
|                        |                      |                                | NEW HYDE PARK         | 4            | 0             |
|                        |                      |                                | NORTH HILLS           | 5            | 0             |
|                        |                      |                                | NORTH NEW HYDE PARK   | 7            | 0             |
|                        |                      |                                | PORT WASHINGTON       | 12           | 0             |
|                        |                      |                                | PORT WASHINGTON NORTH | 1            | 0             |
|                        |                      |                                | ROSLYN                | 2            | 0             |
|                        |                      |                                | RUSSELL GARDENS       | 1            | 0             |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description      | Type Description                       | City                        | Count | Response Days |     |
|------------------------|------------------------|--|-----------------------------|-------|---------------|-----|
| Project Independence   | Project Independence   | PI - Taxi Service Cancellation         | WESTBURY                    | 1     | 0             |     |
|                        |                        |  | WILLISTON PARK              | 3     | 0             |     |
|                        |                        |  |                             |       | 1             | 0   |
|                        |                        | PI - Taxi Service Cancellation         |                             |       | 99            | 0   |
|                        |                        | PI - Taxi Service Complaint            | ALBERTSON                   | 1     | 0             |     |
|                        |                        |  | EAST HILLS                  | 1     | 0             |     |
|                        |                        |  | GARDEN CITY PARK            | 1     | 0             |     |
|                        |                        |  | GREAT NECK                  | 1     | 1.0           |     |
|                        |                        |  | GREAT NECK ESTATES          | 1     | 1.0           |     |
|                        |                        |  | GREAT NECK PLAZA            | 1     | 0             |     |
|                        |                        |  | NORTH NEW HYDE PARK         | 2     | 3.5           |     |
|                        |                        |  | ROSLYN HEIGHTS              | 1     | 1.0           |     |
|                        |                        |  | WESTBURY                    | 1     | 0             |     |
|                        |                        |  |                             | 1     | 3.0           |     |
|                        |                        |  | PI - Taxi Service Complaint |       |               | 11  |
|                        |                        | PI - Transportation/Mobility Mgmt Info | GREAT NECK                  | 2     | 0.5           |     |
|                        |                        |  | MINEOLA                     | 1     | 0             |     |
|                        |                        |  | NORTH HILLS                 | 2     | 1.5           |     |
|                        |                        | PI - Transportation/Mobility Mgmt Info |                             |       | 5             | 0.8 |
|                        |                        | PI - Volunteer                         | ROSLYN                      | 1     | 1.0           |     |
|                        |                        |  | UNIVERSITY GARDENS          | 1     | 7.0           |     |
|                        |                        | PI - Volunteer                         |                             |       | 2             | 4.0 |
|                        | Project Independence   |  |                             |       | 1,914         | 0.3 |
| Project Independence   |                        |  |                             | 1,914 | 0.3           |     |
| Receiver of Taxes      | Receiver of Taxes      | Tax - Call Back Request                |                             | 2     | 0             |     |
|                        |                        | Tax - Call Back Request                |                             | 2     | 0             |     |
|                        |                        | Tax - Tax Bill Change                  |                             | 15    | 0             |     |
|                        |                        | Tax - Tax Bill Change                  |                             | 15    | 0             |     |
|                        | Receiver of Taxes      |  |                             | 17    | 0             |     |
| Receiver of Taxes      |                        |  |                             | 17    | 0             |     |
| Solid Waste Management | Solid Waste Management | SWMA - Call Back                       |                             | 8     | 0.5           |     |
|                        |                        | SWMA - Call Back                       |                             | 8     | 0.5           |     |
|                        |                        | SWMA - Carting Complaints              | EAST HILLS                  | 1     | 0             |     |
|                        |                        |  | GARDEN CITY PARK            | 1     | 0             |     |
|                        |                        |  | MANHASSET                   | 2     | 2.0           |     |
|                        |                        |  | NEW CASSEL                  | 1     | 1.0           |     |
|                        |                        |  | NORTH NEW HYDE PARK         | 3     | 0.3           |     |
|                        |                        |  |                             |       |               |     |

# Town of North Hempstead Service Requests via 311 - by Department

January 2012

| Department Description | Group Description      | Type Description               | City                           | Count | Response Days |     |
|------------------------|------------------------|--------------------------------|--------------------------------|-------|---------------|-----|
| Solid Waste Management | Solid Waste Management | SWMA - Carting Complaints      | PORT WASHINGTON                | 2     | 1.5           |     |
|                        |                        |                                | UNIVERSITY GARDENS             | 1     | 2.0           |     |
|                        |                        | SWMA - Carting Complaints      |                                |       | 11            | 1.0 |
|                        |                        | SWMA - Compost SR              | ALBERTSON                      | 1     | 0             |     |
|                        |                        |                                | NORTH HILLS                    | 1     | 0             |     |
|                        |                        |                                | THOMASTON                      | 1     | 0             |     |
|                        |                        | SWMA - Compost SR              |                                |       | 3             | 0   |
|                        |                        | SWMA - From Transfer           | MANHASSET                      | 1     | 0             |     |
|                        |                        |                                | NEW HYDE PARK                  | 1     | 2.0           |     |
|                        |                        |                                | NO NEW HYDE PARK               | 1     | 0             |     |
|                        |                        | SWMA - From Transfer           |                                |       | 3             | 0.7 |
|                        |                        | SWMA - Garbage Not Picked Up   | CARLE PLACE                    | 1     | 1.0           |     |
|                        |                        |                                | MANHASSET                      | 3     | 0             |     |
|                        |                        |                                | PORT WASHINGTON                | 1     | 0             |     |
|                        |                        | SWMA - Garbage Not Picked Up   |                                |       | 5             | 0.2 |
|                        |                        | SWMA - Long Island Green Homes | CARLE PLACE                    | 1     | 0             |     |
|                        |                        |                                | GARDEN CITY PARK               | 1     | 0             |     |
|                        |                        |                                | GREAT NECK                     | 1     | 1.0           |     |
|                        |                        |                                | GREAT NECK PLAZA               | 1     | 2.0           |     |
|                        |                        |                                | MANHASSET                      | 1     | 1.0           |     |
|                        |                        |                                | MINEOLA                        | 3     | 0.3           |     |
|                        |                        |                                | NEW HYDE PARK                  | 1     | 0             |     |
|                        |                        |                                | NORTH HILLS                    | 2     | 0             |     |
|                        |                        |                                | NORTH NEW HYDE PARK            | 1     | 0             |     |
|                        |                        |                                | PORT WASHINGTON                | 2     | 0             |     |
|                        |                        |                                | THOMASTON                      | 2     | 2.5           |     |
|                        |                        |                                | WILLISTON PARK                 | 2     | 0             |     |
|                        |                        | SWMA - Long Island Green Homes |                                |       | 18            | 0.6 |
|                        | Solid Waste Management |                                |                                | 48    | 0.6           |     |
|                        | Solid Waste Management |                                |                                |       | 48            | 0.6 |
|                        | Supervisor's Office    | 311 Call Center                | 311 - SR Constituent Follow-up |       | 38            | 0   |
|                        |                        |                                | 311 - SR Constituent Follow-up |       |               | 38  |
|                        |                        | 311 Call Center                |                                |       | 38            | 0   |
| Supervisor's Office    |                        | SupV - Airplane                | ALBERTSON                      | 18    | 0             |     |
|                        |                        |                                | EAST HILLS                     | 16    | 0             |     |
|                        |                        |                                | FLOWER HILL                    | 1     | 0             |     |
|                        |                        |                                | MANHASSET                      | 2     | 0             |     |
|                        |                        |                                | MANORHAVEN                     | 1     | 0             |     |
|                        |                        |                                | MINEOLA                        | 1     | 0             |     |
|                        |                        |                                | NORTH NEW HYDE                 | 1     | 0             |     |

# Town of North Hempstead Service Requests via 311 - by Department

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| Department Description | Group Description   | Type Description                  | City                  | Count | Response Days |     |
|------------------------|---------------------|-----------------------------------|-----------------------|-------|---------------|-----|
| Supervisor's Office    | Supervisor's Office | SupV - Airplane                   | PARK                  |       |               |     |
|                        |                     |                                   | PORT WASHINGTON       | 6     | 0             |     |
|                        |                     |                                   | ROSLYN ESTATES        | 5     | 0             |     |
|                        |                     |                                   | ROSLYN HEIGHTS        | 1     | 0             |     |
|                        |                     |                                   | SEARINGTOWN           | 1     | 0             |     |
|                        |                     |                                   | manhasset             | 2     | 0             |     |
|                        |                     |                                   |                       | 1     | 0             |     |
|                        |                     | SupV - Airplane                   |                       |       | 56            | 0   |
|                        |                     | SupV - Complaint - Other Employee | PORT WASHINGTON       | 1     | 1.0           |     |
|                        |                     | SupV - Complaint - Other Employee |                       |       | 1             | 1.0 |
|                        |                     | SupV - Damage Assessment          |                       | 1     | 0             |     |
|                        |                     | SupV - Damage Assessment          |                       |       | 1             | 0   |
|                        |                     | SupV - Helicopter                 | ALBERTSON             | 3     | 0             |     |
|                        |                     |                                   | EAST HILLS            | 5     | 0             |     |
|                        |                     |                                   | GREAT NECK            | 1     | 0             |     |
|                        |                     |                                   | MANHASSET             | 6     | 0             |     |
|                        |                     |                                   | MINEOLA               | 1     | 0             |     |
|                        |                     |                                   | PORT WASHINGTON       | 6     | 0             |     |
|                        |                     |                                   | PORT WASHINGTON NORTH | 17    | 0             |     |
|                        |                     |                                   | ROSLYN ESTATES        | 1     | 0             |     |
|                        |                     |                                   | WILLISTON PARK        | 1     | 0             |     |
|                        |                     |                                   | manhasset             | 1     | 0             |     |
|                        |                     |                                   | port washington       | 1     | 0             |     |
|                        |                     |                                   | SupV - Helicopter     |       |               | 43  |
|                        |                     | SupV - Helicopter Nassau          |                       | 2     | 0             |     |
|                        |                     | SupV - Helicopter Nassau          |                       |       | 2             | 0   |
|                        |                     | SupV - Thank You from Constituent | GREAT NECK            | 1     | 0             |     |
|                        |                     |                                   | GREAT NECK ESTATES    | 1     | 0             |     |
|                        |                     |                                   | MANHASSET             | 3     | 0             |     |
|                        |                     |                                   | MANORHAVEN            | 2     | 0             |     |
|                        |                     |                                   | NEW CASSEL            | 1     | 0             |     |
|                        |                     |                                   | NEW HYDE PARK         | 1     | 0             |     |
|                        |                     |                                   |                       | 1     | 0             |     |
|                        |                     | SupV - Thank You from Constituent |                       |       | 10            | 0   |
|                        |                     | Supervisor's Office               |                       |       | 113           | 0.0 |
|                        | Supervisor's Office |                                   |                       | 151   | 0.0           |     |
| Summary                |                     |                                   | 3,841                 | 1.7   |               |     |